

**MONTGOMERY COUNTY GOVERNMENT
ROCKVILLE, MARYLAND
CLASS SPECIFICATION**

**Code No. 01166
Grade 13**

LIBRARY ASSISTANT I

DEFINITION OF CLASS:

This is library assistant work performing a full range of circulation desk duties and 'off desk' duties in a library of Montgomery County Public Libraries (MCPL), including operating the computer-based circulation system and responding to the varied needs of customers. Contacts are mainly with co-workers in the library of assignment and other MCPL employees concerning a range of routine and some non-routine library issues and with library customers to provide frontline customer service. Public service/assistance is provided to library customers continuously while working at the circulation desk; employees provide immediate assistance to many people on a daily basis.

An employee in this class performs a wide variety of circulation desk and 'off desk' functions at a library, or comparable duties in support of a specialized library service, processes invoices for purchases, and maintains spreadsheets and files of purchases. The supervisor provides detailed instructions for performing the work in accordance with established guidelines, including but not limited to all or part of the MCPL Policies and Procedures Manual, MCPL Quality Service Standards, the Integrated Library System (ILS), Cash Register Guidelines and general MCPL policies and procedures. The employee, under the direction of the Library Assistant Supervisor, carries out recurring work and assignments. Problems and unfamiliar situations are referred to the supervisor for decision. Assignments are frequently reviewed by the supervisor upon completion for accuracy, completeness and timeliness. The employee uses judgment in selecting and applying the appropriate guideline(s) depending upon the nature of the assignment or request; this includes application of MCPL's values, policies and standards when working with a customer. The complexity of this class of work is characterized by direct customer service that includes performance of a full range of circulation desk work, such as checking library materials in and out, registering new library customers, issuing library cards, updating library records, account management, selling such items as Metro cards, setting up and closing out the cash register, responding to inquiries from customers concerning circulation policies, special services and locations of libraries, and performing assigned 'off desk' duties, such as helping open/close the facility, processing new books, periodicals and serials, and typing brief reports and correspondence. The impact of this class is realized in the efficient flow of customers and materials at the circulation desk, the accuracy of customer records, accuracy and efficiency in shelving and in other services courteously rendered to the public (such as technology assistance), in effective performance of 'off desk' duties and in teaming with co-workers to serve customers. Work is typically performed in a library or other unit to which the public has unrestricted open access, which includes potential for interpersonal conflict situations and, at times, some potential for aggressive or unpredictable behavior by customers. Work includes regularly recurring light physical effort that typically results in some fatigue, such as keyboarding, long periods of standing or staying in place and recurring lifting, carrying and/or moving of book tubs, carts and library materials (including books). All positions require the employee to work evenings, nights, Saturdays and Sundays based on customer service needs.

EXAMPLES OF DUTIES: (Illustrative Only)

General:

- Checks library materials in and out, using the computer-based circulation system.
- Processes media problems by assessing damage, identifying the circumstances of damage/loss and following-through.
- Identifies missing media components, such as one CD missing from a set, and follows MCPL procedures for tracking loss and replacement.
- Helps customers with account management.
- Sorts returned materials into categories; packs into tubs/boxes, places on book trucks, or shelves.
- Collects materials from book drop and brings them to circulation desk for checking in and sorting.
- Responds to inquiries from library customers concerning policies, special services, locations of libraries and related matters. Informs patrons about materials and programs available in specialty services.
- Registers new customers and prepares and issues library cards; enters information on new customers.
- Updates customer records by changing, adding or deleting information in the database.
- Processes periodicals and services to include entering new periodical information into a computer database, scanning or labeling and stamping-in, properly and promptly placing in designated location and promptly informing Collection Development and/or subscription services of subscription problems.
- Processes and maintains periodicals following MCPL procedures, which could include entering new periodical information into a computer database, stamping-in, and properly placing in designated locations in a timely manner.
- Under the guidance of the Library Assistant Supervisor, helps train and oversee volunteers and/or lower-level library personnel, as required.
- Maintains adequate stock of desk supplies and change; helps assure the orderliness and cleanliness of the circulation desk and reading areas.
- Counts, or verifies count, for monies received from daily intake, to include filling out cash form for verification.
- Ensures adequate cash register funds, prepares receipts and deposit slips.
- In the hold process, separates hold materials from other delivery items, marks them as holds, scans them into the ILS, shelves them for hold fulfillment and performs related tasks.
- Ensures public handouts are using MCPL guidelines.
- Provides information, and assures availability of literature regarding, non-library related services offered by Montgomery County, such as Metro and Ride-On passes and recreation guides.
- Troubleshoots elementary branch technology problems to meet the needs of customers. If unable to resolve technology problems, refers them to the appropriate staff member.
- Receives and screens telephone calls, providing information as necessary.
- Helps open and close the library following procedures that apply to opening and closing, such as unlocking doors, setting up the cash register or locking up money, and setting up the circulation desk.
- As assigned, helps process materials for discards, processes donations and re-routes misdirected materials, including interlibrary loans.
- As assigned and under the direction of the Library Assistant Supervisor, serves as the library's volunteer program coordinator – recruits, assesses skills/interests of, trains and otherwise coordinates the availability and work of volunteers.

- May shelve materials, as necessary.
- May create signs, handouts and other materials for the library.
- May type brief reports and other correspondence.
- Attends training and stays abreast of changes in policies, procedures, technology, etc.
- Performs related duties as required.

Collection Management:

- Enters and pays materials invoices in the County's electronic accounting system in an accurate and timely manner.
- Enters first copies of books and other items into the ILS as they are received.
- Accurately keeps invoice files, purchase order spreadsheets and other financial files up to date.
- Archives records according to County guidelines.
- Assists with running accounting reports, as needed.
- Receives library materials and unpacks and processes invoices.
- Identifies and resolves shipment problems in a timely manner.
- Informs supervisor and selectors of problems with orders.
- Logs in bank deposits for the drivers and secures money in the safe.
- Maintains the log for deposit bags and prepares depot bags for pickup by armored car service.
- Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of established guidelines used in daily work, including but not limited to key parts of the MCPL Policies and Procedures Manual, MCPL Quality Service Standards, the ILS system, Cash Register Guidelines and general MCPL policies and procedures as applicable to regularly recurring work, to perform such daily tasks as explaining and applying circulation policies and procedures accurately and consistently, and to make day-to-day decisions based on experience, judgment and established policies and procedures.
- Knowledge of (or ability to rapidly acquire knowledge of), and skill in, service desk electronic equipment/technology (hardware, software, databases, etc.) and the library's other computers (and baseline aspects of office suite software, such as MS Word and Outlook), printers, copiers, etc. to use the technology, explain its use to customers and troubleshoot recurring technology problems of customers using the public-access equipment.
- Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. Examples include skill in selecting and applying the appropriate policies and procedures to provide effective customer service and to properly process books, media and serials; in making elementary arithmetic computations; in shelving materials; in comparing records; and in processing media problems by assessing damage, identifying the circumstances of damage/loss and following-through.
- Skill in written communication to understand written information (including facts, assertions and arguments), and to express information in writing so that others will understand. This includes skill in reading policies and procedures applying to assignments.
- Skill in oral communication to understand verbal information (including facts, assertions and arguments) and to express such information verbally so that others will understand. This includes baseline skill in encouraging effective oral communication by others, such as library customers who have questions or need assistance.

- Interpersonal skills to interact with personal contacts in a customer service-oriented, businesslike manner. This includes ability to deal courteously, tactfully and effectively basis with customers, including, at times, irritated, aggressive or unpredictable people.
- Ability to multi-task (perform more than one task simultaneously).
- Ability to perform light physical effort, such as keyboarding, standing or staying in place for long periods of time and lifting, carrying and/or moving library materials weighing 20 pounds, regularly, and up to 50 pounds, as required.
- Ability to work effectively and calmly under pressure.

MINIMUM QUALIFICATIONS:

Experience: One (1) year of library assistance work comparable to that of Library Desk Assistant.

Education: Completion of high school.

Equivalency: An equivalent combination of education and experience may be substituted.

LICENSE: None.

PROBATIONARY PERIOD:

The probationary period must be six (6) months for a full-time or part-time employee appointed to a merit system position, and six (6) months for a promoted employee, during which time performance will be carefully evaluated. Continuation in this class will be contingent upon successful completion of the probationary period.

MEDICAL EXAM PROTOCOL: Medical History Review.

Class Established: January 1966

Revised: October 1972

September 1976

October 1983

Classification Study: April 1992 (M)

Classification Study: August 2002 (M)

Classification Study: May 2011 (M)

August 2013

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